In the Claims:

1. (Original) A method of establishing communication between an information source defined by a data processing system and a user accessing the information source with a data processing device via a communications network, the method comprising

assigning a position in a queue to the user according to one or more rules;

determining contact information relating to the user which enables an agent to contact the user; and

establishing communication between an agent and the user at the head of the queue using the contact information;

characterized in that

at least one rule relates to the use of the information source by the user, the method further comprising monitoring the interaction of the user with the information source, one or more of the rules using the monitored interaction with the information source to assign a position in the queue to the user, wherein the information source is a Web server and the user accesses the information source using a Web browser.

2. (Original) A method according to claim 1 further comprising monitoring information received from the user, one or more of the rules using the information received from the user to assign a position in the queue to the user.

3. (Original) A method according to claim 1 wherein the monitored interaction with the information source includes one or more of, the time spent by the user accessing the information source, how frequently the user has accessed the information source, and specific information accessed by the user.

4. (Original) A method according to claim 1 further comprising monitoring the usage of the information source by the user, and reordering the queue so as to be in accordance with the rules.

5. (Original) A method according to claim 1 wherein the communication network is a WAN, LAN, PSTN or the Internet.

6. (Original) A method according to claim 5 wherein the contact information is in the form of a telephone number, WAN address, LAN address, email address or TCP/IP address.

7. (Original) A method according to claim 6 wherein the user provides the contact information to the information source prior to accessing the information source.

8. (Original) A method according to claim 1 wherein instruction data are transferred from the Web server to the data processing device of the user and wherein the instruction data instruct the data processing device to provide contact or monitoring information to the information source.

9. (Original) A method according to claim 8, wherein the instruction data are in the form of an applet.

10. (Original) A method according to claim 1 wherein information used by at least one of the rules is communicated between the Web server and the Web browser in the form of a cookie.

11. (Original) A method according to claim 1 wherein the contact information is used to establish communication between the agent and the user while the user continues to access the information source.

12. (Original) A method according to claim 1 wherein communication is established between the agent and the user via a PSTN, WAN, LAN, email address or TCP/IP address.

13. (Previously Presented) Apparatus for monitoring the operation of an information source defined by a data processing system, the apparatus comprising

means for detecting the access of the information source by a user, the user accessing the information source via a communications network using a data processing device;

means for allocating a position in a queue to the user according to one or more rules; and means for identifying to an agent contact information relating to a user at the head of the queue, enabling the agent to communicate with the user;

characterized in that

the means for allocating a position in the queue to a user further comprises monitoring means to monitor the interaction of the user with the information source, one or more of the rules using the monitored information to assign a position in the queue to the user, and wherein the data processing system is a Web server.

14. (Original) Apparatus according to claim 13 wherein the means for allocating a position in the queue to a user further comprises means to monitor information received from the user, one or more of the rules using the information received from the user to assign a position in the queue to the user.

15. (Original) Apparatus according to claim 13 further comprising usage monitoring means to monitor the use of the information source and reorder the queue to as to be in accordance with the rules.

16. (Previously Presented) Apparatus according to claim 13 wherein the communications network is a WAN, LAN, PSTN, or the Internet.

17. (Previously Presented) A method according to claim 1 wherein the communications network is a WAN, LAN, PSTN, or the Internet.